

**SECTION: 1271**  
**TITLE: WIRELESS 911 CALLS**  
**SUPERSEDES/RESCINDS:**  
**EFFECTIVE DATE: 12 February 2009**

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Wireless phones present challenges to telecommunicators that are not present with landline phones. Guidelines for handling wireless 911 calls are presented to ensure the most reasonable reaction by telecommunicators while at the same time ensuring that public safety resources remain available to handle true emergency situations.

**CALLBACK**

The telecommunicator will attempt to call back a wireless telephone when a 911 call is received and disconnects before determining if assistance is needed. Telecommunicators will call the number back once to make this determination. If the wireless phone is busy or there is no answer, additional attempts to contact the caller will not be made. If the callback attempt goes to voice mail, no message will be left.

**SILENT CALLS**

All silent calls will be interrogated with the Positron TDD/TTY feature to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals.

**CONTACT**

If contact is made with the caller, telecommunicators will follow call-handling procedures to determine whether a public safety response is necessary.

**INDICATED EMERGENCY**

Any evidence of an emergency situation (such as sounds of a fight or argument) requires that telecommunicators initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for the appropriate public safety response. If attempts to contact the caller are unsuccessful, an RCIP dispatch will be initiated based on the caller location as provided by the 9-1-1 system. Extraordinary attempts to locate a wireless 911 disconnect caller will only be made in the instance where an emergency is clearly indicated.

**DISCRETION**

Telecommunicators should pay close attention to background noise, tone

and word choice of caller as additional evidence to assist with determination of the status of the 911 call. The time of day and location of the caller may be additional clues to indicate whether a response is necessary. In any situation where the call taker believes an emergency situation may exist, an appropriate public safety response will be initiated.

Telecommunicators may disregard a wireless 9-1-1 call if there is evidence that the call is one of the following situations:

- 9-1-1 Misdial - A call is classified as a 9-1-1 misdial when the caller stays on the line and admits to the misdial.
- Unintentional 9-1-1 Call - A call is classified as unintentional when the 9-1-1 personnel can hear conversation, radio, etc. in the background and have listened sufficiently to determine that there is no indication of an emergency situation.

### **PRANK 911 CALLS**

Calls caused by children playing on the phone will generally be handled by calling back and talking to the parents or guardians. In the event that a callback is unsuccessful or if the call is determined to be a prank 911 call, an RCIP dispatch will be initiated based on the caller location provided by the 9-1-1 system.